CRC
Frequently Asked Questions

Q: How long is the certificate valid?

A: Five years from the date of the assessment.

Q: Do we have to pretest with WorkKeys®?

A: Yes, it is required that a pre-assessment be given with either KeyTrain® or WIN®.

Q: Will the CRC assessments be computer based or internet based?

A: The assessments will be given on computer through the internet.

Q: To administer the assessments, are there any fees in becoming a recognized testing site.

A: This will be included with the WorkKeys® system.

Q: Do assessment administrators need any specific training?

A: Yes, this training will be provided to your LWIA through WorkKeys®.

Q: How should I submit WorkKeys® scores in order to receive the CRC?

A: WorkKeys® scores can be submitted in two different ways. They can be faxed into the Workforce Development Office (615) 741-3003 Attn: Wil Hammond or you can email a pdf. of the roster report to wil.hammond@tn.gov.

Q: How do I create a pdf. of the roster report?

A: It's easy, just follow these simple steps:

- Using the Reports Portal on the WorkKeys® site , generate a Roster Report.
- They're automatically produced as a pdf. file
- Instead of printing save the file, attach it in you email, please remember to include return information, and send it to us.

Q: Where do I input the level score (3,4,5,6,7) in eCMATS?

A: The level scores (3,4,5,6,7) goes in the "Subject Score" box on the left hand side (see example below). This is very important or the applicants CRC level will not appear on the JS application.